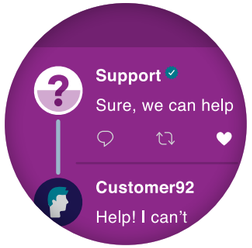
MULTI-CHANNEL ENGAGEMENT

A key component of user-centric IT

WALK-UP SUPPORT

Organizations with large amounts of users in one place and/or complex IT requirements often provide walk-up support for their employees. Users not only get issues resolved but they often seek out “tips and tricks” from this face-to-face support.



TEXT/SOCIAL MEDIA SUPPORT

Just like texting or tweeting a friend or family member, users can now get support from a live person via text and preferred media platform. This is particularly true as users leverage mobile devices more and more for work purposes.

VIDEO DEMONSTRATIONS

Video demonstrations are generally a visual representation of FAQs or step-by-step instructions, and visual learners often prefer this method of self-help.

FAQS FOR SELF-HELP

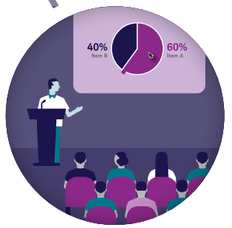
Basic IT issues can often be resolved by searching and reading answers to Frequently Asked Questions (FAQs) and/or step-by-step troubleshooting and resolution instructions. As users become more tech savvy with their personal devices, many of them prefer this type of self-help as opposed to contacting an IT help desk.

PHONE SUPPORT

Many users prefer to talk to a person in order to troubleshoot or resolve IT issues. For non-urgent issues, users are even able to schedule a call back from a person at a time that is convenient to them.

CLICK-TO-CHAT

Basic and intermediate IT issues can often be resolved through click-to-chat assistance, and more and more click-to-chat is available 24x7x365



LIVE TECHNICAL DEMONSTRATIONS

Many organizations employ the best practice of providing live technical demonstrations for their organizations from time to time. Employees appreciate the opportunity to “touch and feel” existing and beta technologies, and organizations often learn about emerging cost efficiencies and how to plan for them.

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